

## CLAIMS

1. A computer system comprising a first network connected to a plurality of further networks,

(a) the first network including a plurality of client computers and a first server computer, having log-on software for allowing a user at any one of the client computers to log on to the first server computer,

(b) the further networks having respective firewalls, the first server computer having permission to access the further networks through their respective firewalls,

(c) each of the further networks including a further server computer having log-on software for allowing a user currently logged on at the first server computer also to log on to the further server computer through the first server computer, and  
(d) the further server computer including terminal server software for enabling a remote desktop session to be run on the further server computer from any of the client computers, thereby allowing a user at any of the client computers to remotely run application software in the further server computer.

2. A system according to claim 1 wherein, after the user has logged on to the first server computer, the first server computer presents the user with a list of the further networks that the user is permitted to access, allowing the user to select only from that list.

3. A system according to claim 2 wherein, after the user has logged on to the further server computer, the further server computer presents the user with a list of application programs that the user is permitted to launch, allowing the user to select only from that list.

4. A system according to claim 1 wherein the first network is connected to the further networks by way of the Internet.

5. A system according to claim 1 wherein the first network is an IT support service provider's network, and each of the further networks is a customer's network.

6. A system according to claim 5 wherein the application software in the further server computer comprises support software for remotely diagnosing and repairing faults on a customer's network.

7. A method of operating computer system comprising a first network connected to a plurality of further networks, the first network including a plurality of client computers and a first server computer, and each of the further networks comprising a firewall and a further server computer, the method comprising:

- (a) providing the first server computer with permission to access the further networks through their respective firewalls;
- (b) logging on a user at any one of the client computers to the first server computer;
- (c) after the user is logged on to the first server computer, logging that user on to the further server computer through the first server computer, and
- (d) enabling a user at any of the client computers to remotely run application software in the further server computer, by way of a remote desktop session wherein the further server computer receives user input from (and returns display updates to) the client computer via the first server.